

file in E-01345A-05-0816



ORIGINAL ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 49097

Date: 1/4/2006

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: **William C**

Adams

Account Name: William C Adams [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Sun City West

CBR:

State: AZ Zip: N/A

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

Gentlemen,

I know that the proposed APS rate increase is now under consideration. Can you tell me if there are any public hearings scheduled and when?

There are many things to consider before granting a rate increase. One that comes to mind is the advertising expense for APS. Why does a monopoly have to do any advertising? This unnecessary expense is ultimately paid for by the rate payers. Can you tell me why we are paying all these fees in addition to the electric service?

It really is time to take a close look at how this company is managed. There is a lot of unnecessary expense in these numbers. Because it is a monopoly we must demand efficient management to make it more efficient.

Respectfully
William C. Adams
Sun City West, Az
End of Complaint

Utilities' Response:

N/A
End of Response

Investigator's Comments and Disposition:

01/04/06-ACC SENT THE FOLLOWING REPLY TO THE CUSTOMER.

Dear Mr. Adams:

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I received your e-mail today regarding APS' request for a rate increase. Please call me direct [REDACTED], so I can possibly assist you.

RECEIVED
2006 JAN -6 P 3:19
AZ CORP COMMISSION
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you, John

01/05/06-Mr. Adams called and spoke with me today. I advised that I would enter his opinion in our database and provide a copy of his comments in the docket. Customer will also call me from time to time to see if there are dates of public comments relating to this case. CLOSED.

End of Comments

Date Completed: 1/5/2006

Opinion No. 2006 - 49097
